PRENTICE COMPUTER CENTRE

UNIVERSITY OF QUEENSLAND, ST. LUCIA, QUEENSLAND, AUSTRALIA. 4067.

NEWSLETTER

N-259   19-January-81

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Authorized by the Director of the Computer Centre

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1.0 NEW VERSION OF LOGIN

There is a new version of LOGIN on both the KA and KL systems, version 61C replacing version 60A. This is a development release, incorporating new switches to support new features of the 7.01 monitor, as well as a number of bug fixes.

The new switches are:

1. DEFBUF:n - to set the default number of disk buffers to n

2. /TERMINAL:sys - general switch to set terminal characteristics (see below)

3. /WATCH:FILES - a new argument to implement the SET WATCH FILES command.

The /TERMINAL switch provides a more consistent and more easily used way of defining terminal characteristics. The format of this switch is /TERMINAL:(arg:val,arg,..). A detailed list of the arguments appears below, or may be obtained by typing .HELP LOGIN. The old switches that defined terminal characteristics will still work, but users are encouraged to change over to the new format, as a future release of LOGIN may not support the old style single switches. An example of the new switch might be:
/TERMINAL:(TYPE:LA36,GAG,DEFER,PAGESIZE:15) vs. the old format of /TYPE:LA36/GAG/TTDFER/PAGESIZE:15.

The arguments and actions are as follows:-

argument	action
[no]ALTMODE	Do [not] convertASCII 175 and 176 to altmode (33).
[no]BLANK	Do [not] print blank lines.
[no]CRLF	Do [not] give a free CRLF at right margin.
[no]DEBREAK	Do [not] include debreak feature (2741 terminals).
[no]DEFER	Do [not] set deferred echo mode.
[no]DISPLAY	Terminal is [not] a display terminal.
[no]ECHO	Do [not] set terminal echo.
FILL:n	Set filler class to n.
[no]FORM	Terminal does [not] have hardware form feeds.
[no]GAG	Do [not] allow sends at user level.
[no]LC	Terminal does [not] have lower case characters.
NOFILL	Do [not] set terminal fill (same as FILL:0).
[no]PAGE	Do [not] turn on ^S/^Q to pause output.
PAGESIZE:n	Terminal has n lines per page.
[no]RTCOMP	Do [not] disable special effects of ^R and ^T.
RCVSPEED:n	Set terminal receive speed to n baud.
SPEED:n	Set receive and transmit speed to n baud.
[no]TABS	Terminal does [not] have hardware tabs.
[no]TAPE	Do [not] allow XON to start paper-tape reader.
[no]TIDY	Do [not] set tty tidy mode.

```
TYPE:xxx      Set terminal type to xxx.
[no]UC        Terminal does [not] have upper case characters only.
WIDTH:n       Set carriage width to n columns.
XMTSPEED:n    Set terminal transmit speed to n baud.
```

<div align="right">
Will Gout
extension 3023
</div>

2.0 SCREEN GLARE ON VIDEO TERMINALS

Reflections in the screen of video terminals from flourescent lights, windows etc. contribute to operator tiredness and headaches. An effective anti-glare filter is distributed by

B & H Miller
91 Gympie Rd
KEDRON   phone 57 6588

The filter consists of a very fine black mesh which is stretched tightly across the screen by means of a frame. Cost of the filter is about $50 and will require installation by a technician.

<div align="right">
Graham Rees
extension 3288
</div>

3.0 COMPUTERIZED CRIME

Computer abuse is one of the fastest growing crimes on University campuses. Even though most abuse takes the form of pranks or experiments, they cause serious problems in time and inconvenience for legitimate computer users.

University Computer Centres everywhere routinely press disciplinary charges, cancel accounts, or take other serious action against users who act in an irresponsible manner and infringe upon the rights of other users. The Centre reserves the right to do so also if a user is caught doing any of the following:

- Inspecting or using data which has to do with computer utilization, authorization for computer access, or security.

- Inspecting data or functions which are neither allotted to the user's account, nor specified as public.

- Modifying data which is not specifically assigned to or created by the modifier.

- Using another's account number without that User's permission.

- Interfering with other users of the system.

- Destroying data or property which is not owned by the destroyer.

- Using another's programs without their permission.

- Abusing or improperly using hardware or public software.

- Using an account for other than the intended purpose.

If you suspect that someone has gained access to your account, change your password and then advise the Centre. You should routinely change your password every couple of weeks.

We like to keep in mind that education is our goal and the goal of our institution. We hope computer users will also keep this in mind while making use of the services offered to them by the Computer Centre.

John Noad
extension 3017

4.0 CONSULTANT ABUSE

The Prentice Computer Centre rosters it's programming staff as consultants to assist users with use of equipment and packages, debugging of programs, and explanation of error messages.

Not all users have a clear idea of what they can expect from the consultants. The consultants cannot and do not have knowledge of every language, every package or every procedure available on the system.

Consultation is a free service, and we do the best we can, but you are responsible for the consequences of following the given advice. The following guidelines are in the interest of improving customer satisfaction and also to save the consultants from a certain amount of abuse which tends to downgrade their service to everyone. The guidelines for interacting with the consultant are:

- Acquire and read those sections of the documentation which apply to your use. The consultants will be glad to advise the user on the choice of documents.

- Take advantage of the classes offered if you are a new user, or if there is a whole new subject you want to start on (e.g. interactive job submittal from a terminal).

- Check your work for simple goofs before approaching the consultant.

- Prepare your questions and complete a Problem Specification sheet in detail before approaching the consultant. Sit down and take the time to explain your problem clearly to the consultant.

- Watch how the consultant is solving your problem and work with the consultant.

- Bring complete and accurate information to the consultant when you find that you cannot crack your problem yourself. For instance, the consultant can rarely solve a problem which has caused a job to abort without having a source language listing of the program. Nor is an outdated listing of any help.

- Never expect the consultant to design your whole job set-up from scratch. If you are unprepared, you need a class or perhaps an appointment with a consultant outside the actual consultant's schedule.

- Never expect instant answers to complex programming problems from the consultant.

- Never ask the consultant to write out one or more commands when you know where to look them up and just want to save thirty seconds.

- Never expect the consultant to always be able to tell you why your program gives incorrect numerical results, unless you have convincing proof that the errors are from a library sub-routine and not from your own program design.

- Never be angry when the consultant sends you away to procure listings. (You should, best yet, bring them on your own).

- Never engage the consultant in a long description of your research at the desk. They are expected to get on with their work in between customers.

- Never expect elaborate and successful analysis of a problem over the telephone; consultants have been known to solve problems this way, but it is frequently a futile exercise and a waste of everybody's time.

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- Never transfer your anger or frustration with hardware breakdown or software failure to the consultants--it is extremely unlikely that it is the consultant's fault.

The consultant will review all errors and attempt to analyze the difficulty, if this doesn't require an unreasonable amount of time. In general, the consultant cannot spend more than 10 minutes at a time with one customer, if others are waiting.

> John Noad
> extension 3017

5.0 INFORMATION CONCERNING COURSES

Vacancies still exist for the following courses in February:

1. RUNOFF Course - Feb 16,17,18 (9.00-12.00 am + 2.00-5.00 pm each day).

   Runoff is a simple-to-use package designed for the preparation of text material--manuscripts, documents, manuals, etc.

   Basic knowledge of the DEC-10 system, including editing, is necessary before enrolling for this course.

2. Student Accounting Course - Feb 19 (10.00-12.00 am + 2.00-5.00 pm).

   The student accounting program, STUPID is used to control the use and expenditures of groups of students under the direction of a supervisor. This course is intended for staff who have experienced difficulty in administering this program in the past, as well as those who may be intending to use it for the first time.

Enrolments for both courses should be made by contacting (preferably between noon and 2.00 pm)

> Barry Maher
> extension 3021

6.0 STUDENT ACCOUNTS

This year the Centre will be setting up the student accounts from enrolment information supplied by Administration. Could the supervisors of any subject requiring Student Accounting complete the appropriate form available at the Centre`s accounts section as soon as possible. Cancelling or late enrolment changes will need to be made by the Centre on advice from the supervisor. The supervisor will be given a list of PPN`s once allocated. For further information please contact Belinda on extension 2188.

Glenda Black
extension 3471

7.0 REMOVAL FROM THE OFFLINE AREA OF FILES NOT ACCESSED SINCE 1-1-80

All files not accessed on the offline area since 1 January, 1980 will be removed to tape in February.

The monitor command TDIRECT will give you details of files removed to tape. If you need any of these files then you will need to fill out a File Retrieval form (for files skimmed to tape) available at the Computer Centre. The return of these files should take no longer than one week.

Glenda Black
extension 3471

8.0 END OF MONTH ACCOUNTING

With the introduction of on-line enquiries to the University`s QUBAC Accounting System, the Centre has been requested to transfer computing charges to QUBAC on a daily (rather than monthly) basis to keep the QUBAC accounts up-to-date.

The function of the Centre's end of month accounting procedures will then be the production of the Centre's statements of accounts and invoices for it's clients. It's accounting month will also change to end on the last working day of each calendar month. Detailed accounting users should take note of the new closing date of their DETAIL.ACT files.

Glenda Black
extension 3471

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S Y S T E M   P E R F O R M A N C E   R E P O R T

For node   KA1Ø   there were   29 working days in the period   1/Dec/8Ø to 31/Dec/8Ø

		<	KA1Ø	>
			HHH:MM	%
1.	Attended system running time		418:55	
2.	Plus unattended system running time		283:2Ø	
3.	Equals total system running time		7Ø2:15	1ØØ.Ø
	less time used for:			
4.	Scheduled maintenance		19:1Ø	2.7
5.	Dedicated operations tasks		3:48	Ø.5
6.	Dedicated systems development		Ø:ØØ	Ø.Ø
7.	Equals time scheduled for use		679:17	96.7
	less lost time due to:			
8.	Unscheduled maintenance		1:3Ø	Ø.2
9.	Hardware faults		5:21	Ø.8
1Ø.	Software faults		Ø:ØØ	Ø.Ø
11.	Unresolved		Ø:ØØ	Ø.Ø
12.	Environmental conditions		Ø:33	Ø.1
13.	Equals time available to users		671:53	95.7
14.	Effective user uptime (13./7.)			98.9
15.	Number of crashes			3
16.	Mean availability between crashes			223:58
17.	Mean time to recover crashes (minutes)			1Ø7
18.	Total number of Jobs			Ø

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SYSTEM PERFORMANCE REPORT

For node   KL10   there were   29 working days in the period   1/Dec/80 to 31/Dec/80

		< KL10 >		< DN87A >		< DN87B >	
		HHH:MM	%	HHH:MM	%	HHH:MM	%
1.	Attended system running time	436:34		436:34		436:34	
2.	Plus unattended system running time	214:39		214:39		214:39	
3.	Equals total system running time	651:13	100.0	651:13	100.0	651:13	100.0
	less time used for:						
4.	Scheduled maintenance	31:20	4.8	31:20	4.8	31:20	4.8
5.	Dedicated operations tasks	8:11	1.3	8:11	1.3	8:11	1.3
6.	Dedicated systems development	4:58	0.8	4:58	0.8	4:58	0.8
7.	Equals time scheduled for use	606:44	93.2	606:44	93.2	606:44	93.2
	less lost time due to:						
8.	Unscheduled maintenance	1:51	0.3	0:00	0.0	0:00	0.0
9.	Hardware faults	2:49	0.4	0:46	0.1	0:00	0.0
10.	Software faults	0:40	0.1	0:09	0.0	0:04	0.0
11.	Unresolved	2:28	0.4	1:12	0.2	0:27	0.1
12.	Environmental conditions	0:47	0.1	0:47	0.1	0:47	0.1
13.	Equals time available to users	598:09	91.9	603:50	92.7	605:26	93.0
14.	Effective user uptime (13./7.)		98.6		99.5		99.8
15.	Number of crashes		17		31		9
16.	Mean availability between crashes		35:11		19:29		67:16
17.	Mean time to recover crashes (minutes)		21		4		3
18.	Total number of Jobs		0				

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SYSTEM PERFORMANCE REPORT

For node GRIFFITH there were 25 working days in the period 1/Dec/80 to 31/Dec/80

		< GRIFFITH >	
		HHH:MM	%
1.	Attended system running time	142:15	
2.	Plus unattended system running time	350:02	
3.	Equals total system running time	492:17	100.0
	less time used for:		
4.	Scheduled maintenance	0:00	0.0
5.	Dedicated operations tasks	0:00	0.0
6.	Dedicated systems development	0:00	0.0
7.	Equals time scheduled for use	492:17	100.0
	less lost time due to:		
8.	Unscheduled maintenance	0:00	0.0
9.	Hardware faults	0:16	0.1
10.	Software faults	0:00	0.0
11.	Unresolved	0:43	0.1
12.	Environmental conditions	0:00	0.0
13.	Equals time available to users	491:18	99.8
14.	Effective user uptime (13./7.)		99.8
15.	Number of crashes		7
16.	Mean availability between crashes		70:11
17.	Mean time to recover crashes (minutes)		8

SYSTEM PERFORMANCE REPORT

For node COMMERCE there were 17 working days in the period 1/Dec/80 to 31/Dec/80

		< COMMERCE >	
		HHH:MM	%
1.	Attended system running time	142:13	
2.	Plus unattended system running time	0:00	
3.	Equals total system running time	142:13	100.0
	less time used for:		
4.	Scheduled maintenance	0:00	0.0
5.	Dedicated operations tasks	0:00	0.0
6.	Dedicated systems development	0:00	0.0
7.	Equals time scheduled for use	142:13	100.0
	less lost time due to:		
8.	Unscheduled maintenance	0:00	0.0
9.	Hardware faults	0:00	0.0
10.	Software faults	0:00	0.0
11.	Unresolved	0:00	0.0
12.	Environmental conditions	0:00	0.0
13.	Equals time available to users	142:13	100.0
14.	Effective user uptime (13./7.)		100.0
15.	Number of crashes		0
16.	Mean availability between crashes		0:00
17.	Mean time to recover crashes (minutes)		0

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